Performance Measurement

Performance Measurement Working Group (PMWG) is chaired by P/C&I with members from each sector, plus other interested participants

DI - Deployment Support PC - Program Control P/C & I - Plan/Control & Integration **AOA** P&I - Plan & Integration R - Region RM - Resource Mgmt. Staff **ATS** 1. Quantitative measures are established as part of the "Define It" process. Each level of "Define It" refines these measures and thresholds. 2. The ATB establishes and maintains an integrated data repository. Although not necessarily at a Service single physical site, all data is stored once with access by all ATB team members. P/C & I RM DI 3. P/C&I analyses data based on service P&I level measures. Results are shared across the ATB. 4. Sectors analyses data based on Building Surveillance* Automation R9 specific sector measures. Results Sector are shared across the ATB. Mod. & Large ASR-11 ASR-9 CARTS STARS TRACON Sustain 5. Products analyses data based 1, 5 **Product** on specific product measures. 1, 5 Results are shared across the ATB.

*Initially - Planning Only

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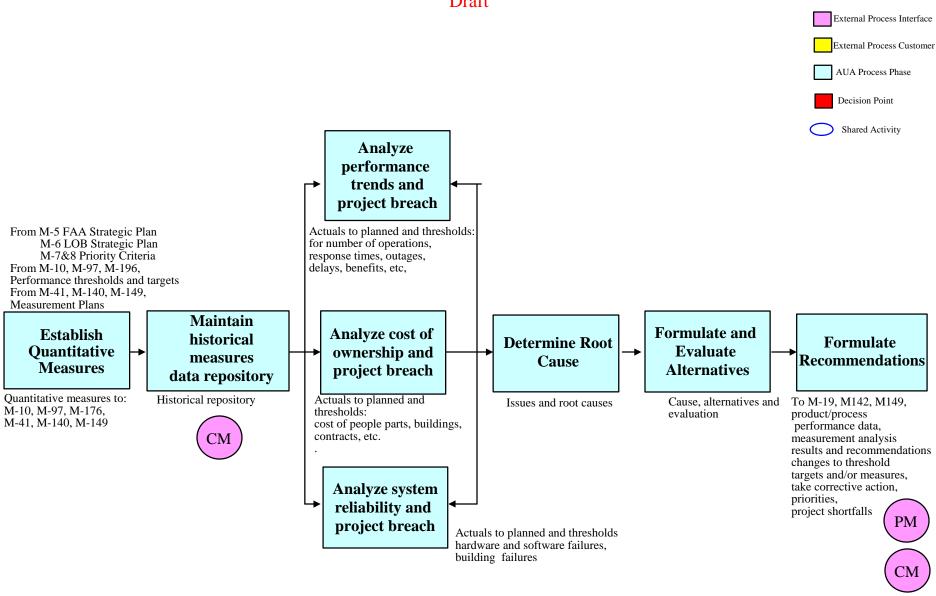
8.0 Performance Measurement

Previous Process: On-going process for duration of terminal business service - sector mgmt performance measurement	Purpose/Definition: 1.) To	Next Process: On-going process for duration of terminal business service - CM, RM, arch, comm
Performing Agent(s): • xxx Input(s): External to service: • ATB performance thresholds & targets Internal to service: • Measurement plans	 <u>Sub-Processes</u>: 8.1 Establish qualitative measures 8.2 Maintain historical measures data repository 8.3 Analyze performance trends and project breach 8.4 Analyze cost of ownership and project breach 8.5 Analyze system reliability and project breach 8.6 Determine root cause 8.7 Formulate and evaluate alternatives 8.8 Formulate recommendations 	Customer(s): • Strategic planning staff • Analyze TBS, sector & product performance measures staff • NAS & Sector define it staffs Output(s): Internal to TBS: • Qualitative measures • Historical repository • Actuals to planned & thresholds • Issues, root causes, alternatives, recommendations Reviews, Audits & Controls: • JRC and AR • Peer review, QA, RM, TBS Mgmt.
Entry Criteria: • Formation of terminal business service	Training/Handbooks/Policy: AMS, performance measures domain training, FAA & service performance goals	Exit Criteria: • Terminal business service shutdown completed

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